



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

May 12, 2009

Bill Russell
Vice President, Organizational Development
Sage Software, Inc.
56 Technology Dr.
Irvine CA 92618

Dear Mr. Russell:

RE: FINAL MONITORING VISIT REPORT for Sage Software, Inc. – ET07-0268

Date of the Visit:	1/23/09
Beginning/Ending Time:	10:00 a.m. – 11:00 a.m.
Date of Last Visit:	6/5/08
Visit Location:	Teleconference
Persons in attendance:	Becky Hoffman, H.R. Manager, Sage Software; Katie Cross, Training Administrator, Training Funding Partners; Joe Davey, ETP Contract Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	2/6/07 – 2/5/09	Agreement Amount:	\$299,520
Training Start Date:	3/1/07	No. to Retain:	320
Date Training must be Completed:	11/7/08	Range of Hours:	24 - 100
Type of Trainee:	Retrainee	Weighted Ave. Hours:	52

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ETP (04/15/05)

FINAL REPORT SUMMARY:

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 3/22/07 and training began on 3/1/07. Your staff reported that all training was completed on 11/6/08, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 2/5/09. There were no Modifications or Amendments to the Agreement.

- **INTERVIEW WITH Becky Hoffman, Human Resources Manager**

Ms. Hoffman reported that Sage was unable to conduct as much training as originally planned due to poor economic conditions the company experienced over the last year. She reported that there has been some organization-wide downsizing but not in significant numbers at the company's California locations. However, 2008 saw a reduction in overall business that reduced the number of training hours Sage was able to deliver.

Ms. Hoffman reported that Sage experienced no problems with ETP's record keeping requirements. She said that Training Funding Partners assisted Sage in training administration. Ms. Cross reported no significant problems with ETP's record keeping process.

Ms. Hoffman reported that the company was able to complete did have a positive impact. She said the greatest benefit was the improved skills of employees that will help them professionally. Since there was a business slowdown in 2008, a quantitative benefit to the training is difficult to determine.

Sage Software's records show that 93 trainees have completed training and the 90-day retention period (29% of planned retentions). At the time of the final monitoring visit, Sage Software reported projected earnings to be \$91,422 (30.5% of the encumbered total \$299,520). However, current ETP records show that Sage Software has received \$88,848 in progress and final payments, all of which has been approved as earned. The closeout invoice has been submitted and this project is now closed out.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	335	Completed Training:	93
Trainees Enrolled:	335	Completed Retention:	93
Dropped Following Enrollment:	242	In Retention Period:	0
No. Completed Minimum Reimbursable Hours :	93		

ATTENDANCE ROSTERS:

Mr. Davey examined a random sample of photocopied class/lab rosters (a total of 24 rosters) for three Job 1 trainees who completed at least the minimum 24 hours of training. The rosters documented training conducted for Business, Computer, and Continuous Improvement Skills for the April 2007 through mid-September 2008 time period. Mr. Davey compared the information on the weekly rosters with the information reported on the class/lab tracking system. Mr. Davey found that the training hours reported on the photocopied attendance rosters contained all the ETP-required information to document that actual training hours were delivered. However, since Mr. Davey reviewed copies and not the actual class/lab rosters, no determination was made whether or not the copies comply with all the requirements of California Code of Regulations, 4442, Record Keeping. Mr. Davey recommended that Sage conduct a 100% review of all class/lab rosters prior to submitting the closeout invoice.

AUDIT:

Sage Software will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (a desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow you ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:


- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Joe Davey at (619) 686-1919 or at JDavey@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Field Office



Joe Davey, Contract Analyst
San Diego Field Office

cc: Chris Mangels, V.P. Contract Administration, Training Funding Partners

Kulbir Mayall, Manager, Fiscal & Certification Unit
Master File
Project File

Date report mailed to Contractor May 14, 2009